Dear Jonner Hasugian,

We are enclosing herewith reviewers comments on your manuscript “STUDENT TRUST IN LIBRARY: Case study at the University of Sumatera Utara library, Indonesia” and request you to modify the manuscript on the lines suggested by the reviewers.

We request you to send the modified manuscript (with highlighted modifications) along with point wise reply of the reviewer’s comments at the earliest, so as to reach us positively before 28/05/2021.

Reviewer’s comments for this manuscript are enclosed.

Editor requirement:

1. Kindly provide us an undertaking certificate signed by all author.
2. Kindly provide me an English Language Editing Certificate issued by any reputed Language Service Provider or Native English Speaker.
3. All figures and illustration should be provided separately in the original formats otherwise in the high quality JPEG or TIFF format.
4. All equations and special characters should be compulsorily written in Math Type.
5. Please confirm that all the references compulsorily written in DESIDOC Journal of Library & Information Technology (DJLIT) style.
6. Please confirm that all the references are marked in text as per instruction (superscript) of DJLIT style.
7. Please confirm that all the references are marked in text as per instruction (superscript) of DJLIT style.
8. All author(s) should provide in brief bio-data along with their individual contribution in the current study.

Our decision is to: Revision required.

Please send me an acknowledgement e-mail.

Thanks & regards,
Sanjay Katare
Assistant Editor
DESIDOC Journal of Library and Information Technology
djlit1@desidoc.drdo.in

Paper Title: STUDENT TRUST IN LIBRARY: Case study at the University of Sumatera Utara Library, Indonesia

Type of Paper: Research Paper

Reviewer A:

Novelty:

Methods:
1. How has the trust been evaluated?
2. Trust cannot be concluded by the use of LibQUAL.
3. Please indicate any other tools that you have used.
4. The subsections should be structured according to the journal style.
5. The alpha level is needed.
6. The exact scoring scheme for each dimension is needed.
7. The formula used for sampling should be stated.
8. How the questionnaire was administered?

Results:
This section should be separated that the discussion section.
The findings related to trust should be removed unless the authors refine the method section to justify the tool used for trust evaluation.

Abstract:
Discussion:
This section should be separated that the result section.
The discussion related to trust should be removed unless the authors refine the method section to justify the tool used for trust evaluation.

Introduction:
1. The introduction needs critical revise. The authors intend to assess the library service quality but there are only a few words about the importance of the library services quality.
2. There is some irrelevant content in the introduction section. For example, trust in an online platform such as Google, does not have any relationship to this study.
3. This section needs to be revised carefully to explain the exact topic.
4. I may suggest the authors reorder the introduction section`s content to make a logical and understandable flow.

Literature review:
This section is pretty fine but I think the content related to trust, cannot be stated here and actually is not needed, otherwise, in addition to LibQual, they have used another tool to assess the trust itself.
Moreover, there are some missing and relevant as well as current literatures that I recommend to be stated in this section. For example:


Content:
Results:
This section should be separated that the discussion section.
The findings related to trust should be removed unless the authors refine the method section to justify the tool used for trust evaluation.
Discussion:
This section should be separated that the result section.
The discussion related to trust should be removed unless the authors refine the method section to justify the tool used for trust evaluation.

References: The references are not up to date. I suggest the authors to replace the references with the current ones.

Rating of paper on different parameters

Technical Content: Poor
Importance to Field: Good
Conciseness of the Presentation: Good
Style and Clarity: Poor
Completeness: Poor

Additional Comments:
The topic is interesting itself, but there are few shortcomings that should be modified.
The title needs some modification to be in line with the aim of the study.
The most important thing is how the authors assess the trust level by using LibQUAL? This tool has been
designed to assess the service quality not to assess the trust level. So, I suggest the authors to revise the paper carefully and remove the sections related to trust. Otherwise, in addition to LibQual, they have used another tool to assess the trust itself. The English usage, as well as grammar, needs to be modified. Also, there are some words that I didn't understand the exact meaning. I think the paper has been translated into English and thus some context has been mistranslated.

Reviewer B:

Novelty: The methods and findings are acceptable. The plagiarism for the paper may kindly be checked at your level please.

Introduction: The author has mentioned clearly the purpose of the work. For data analysis, he has used Structural Equation Modeling statistical analysis and path analysis by using the Lisrel version 8.5. He has also reviewed literature pertaining to the study.

Figures and Tables: Tables and figures are appropriate.

References: Kindly see to this component.

Additional Comments: The author is requested to comply with the observations. However, the decision of the editor is final in the matter. Please see the attached file for more comments.

The contents of this Email communication are confidential to the addressee. If you are not the intended recipient you may not disclose or distribute this communication in any form should immediately contact the sender. The information, images, documents and views expressed in this Email are personal to the Sender and do not expressly or implicitly represent official positions of DRDO and no authority exists on behalf of DRDO to make any agreements, or other binding commitment by means of Email.
21/09/21 14.56
Gmail - [DJIIT] Editor Decision: Revisions Required

1- STUDENT TRUST IN LIBRARY_Jonner Hasugian.docx
   205K
2- UNDERTAKING BY AUTHORS.pdf
   188K
3- English Language Editing Certificate.pdf
   211K
5- Brief Bio-data.docx
   14K
6- Respond to Reviewer A and B..docx
   18K
Dear Jonner Hasugian,

Your revised manuscript title “STUDENT TRUST IN LIBRARY: A Case Study at the University of Sumatera Utara Library, Indonesia” has been re-evaluated by reviewers and reviewer A & B again raises few points in your revised manuscript. Please revise your manuscript accordingly.

We request you to send the modified manuscript (with highlighted modifications) along with point wise reply of the reviewer's comments at the earliest, so as to reach us positively before 15/06/2021.

Reviewer’s comments for this manuscript are enclosed.
Please send me an acknowledgement receipt.
Our decision is to: Revision required

Thanks & regards,
Sanjay Katare
Assistant Editor
DESIDOC Journal of Library & Information Technology
Phone 011-23902464
djlit1@desidoc.drdo.in

Reviewer A:

The title needs some modification to be in line with the aim of the study. For instance, it can be modified as below:

Library service quality and student trust: a case study at the University of Sumatra Utara library, Indonesia

Abstract: There is some irrelevant content in this section. For example, trust in an online platform such as Google does not make any sense and should be removed.

Introduction:
1. The introduction needs critical revise. The authors intend to assess the library service quality but there are only a few words about the importance of the library services quality.
2. There is some irrelevant content in the introduction section. For example, trust in online platforms such as Google does not have any relationship to this study and should be removed.
3. This section needs to be revised carefully to explain the exact topic.
4. I suggest the authors to reorder the introduction section’s content to make a logical and understandable flow.
5. The authors should clarify the trust and its relationship to library service quality in this section. I recommend the authors to transfer the “Relationship between Service Quality and Customer Trust” which is written in literature review section to introduction section.

Methods:
I suggest critical revision for this section.

1. How has the trust been evaluated?
2. Trust cannot be concluded by the use of LibQUAL.
3. Please indicate any other tools that you have used.
4. The subsections should be structured according to the journal style.
5. The alpha level is needed.
6. The exact scoring scheme for each questionnaire is needed.
7. the formula used for sampling should be stated.
8. How the questionnaire was administered?
Results:

This section should be separated that the discussion section.

The findings related to trust should be removed unless the authors refine the method section to justify the tool used for trust evaluation.

Discussion:

This section should be separated that the result section.

The discussion related to trust should be removed unless the authors refine the method section to justify the tool used for trust evaluation.

For editor only

The paper is interesting but it needs revision. The paper should be revised carefully to be acceptable.

Reviewer B:

Additional Comments: Please see the attached file.

The contents of this Email communication are confidential to the addressee. If you are not the intended recipient you may not disclose or distribute this communication in any form should immediately contact the sender. The information, images, documents and views expressed in this Email are personal to the Sender and do not expressly or implicitly represent official positions of DRDO and no authority exists on behalf of DRDO to make any agreements, or other binding commitment by means of Email.
Assistant Editor  
DESIDOC Journal of Library and Information Technology (DJLIT)  
DESIDOC, DRDO, Metcalfe House  
Delhi- 110 054

-- Original Message --

2 attachments

Sanjay Katare <djlit1@desidoc.drdo.in>  
To: jonnerhasugian@gmail.com  
Wed, Jun 16, 2021 at 5:00 PM

Dear Jonner Hasugian,

I have received your revised manuscript with point wise reply of the reviewers comments. Following point not fulfil in your revised manuscript.

1. Please provide the Numbering all the Head and Sub-heads.
2. Your reference list not as per the journal style, please see the latest published article in DJLIT Journal for your reference.
3. Similarity score of your revised manuscript is 14% [Source: I-thenticate Software], Please reduce the similarity score as below as possible [less than 10%], if you are not reduce i'm unable to publish your article.

2 attachments

Sanjay Katare <djlit1@desidoc.drdo.in>  
To: jonnerhasugian@gmail.com  
Wed, Jun 16, 2021 at 5:00 PM

Dear Jonner Hasugian,

I have received your revised manuscript with point wise reply of the reviewers comments. Following point not fulfil in your revised manuscript.

1. Please provide the Numbering all the Head and Sub-heads.
2. Your reference list not as per the journal style, please see the latest published article in DJLIT Journal for your reference.
3. Similarity score of your revised manuscript is 14% [Source: I-thenticate Software], Please reduce the similarity score as below as possible [less than 10%], if you are not reduce i'm unable to publish your article.
Dear Jonner Hasugian,

Greetings from DESIDOC Journal of Library and Information Technology…!!

I’m happy to inform you that, based on reviewers comments and editorial team’s recommendations on your revised manuscript entitled, "Student Trust in Library: A Case Study at the University of Sumatera Utara Library, Indonesia" authored by Jonner Hasugian and Dirmansyah is being accepted for publication in the forthcoming issues of DESIDOC Journal of Library and Information Technology.

DOI of your published article will be https://doi.org/10.14429/djlit.41….16406 You should use allotted DOI only after online publication of your article.

Shortly you will receive the proof of the paper.

Thank you for considering DESIDOC Journal of Library and Information Technology as a venue for your work.

Kind regards

Editor
DESIDOC Journal of Library and Information Technology
DESIDOC, DRDO, Ministry of Defence
Metcalfe House Complex, Delhi 110054, INDIA
Phone: + (91) - 11 - 2390 2469

The contents of this Email communication are confidential to the addressee. If you are not the intended recipient you may not disclose or distribute this communication in any form should immediately contact the sender. The information, images, documents and views expressed in this Email are personal to the Sender and do not expressly or implicitly represent official positions of DRDO and no authority exists on behalf of DRDO to make any agreements, or other binding commitment by means of Email.

Jonner Hasugian
<jonnerhasugian@gmail.com>

Mon, Jun 28, 2021 at 1:36 PM

To: Sanjay Katare <djlit1@desidoc.drdo.in>

Dear Editor
DESIDOC Journal of Library and Information Technology
Thank you very much for accepting my article in this journal. I'm ready to wait for the proof of the paper.
Best regards,
Jonner Hasugian

[Quoted text hidden]
Dear Author,

Thank you very much for submitting your research paper in DESIDOC Journal of Library and Information Technology.

Kindly find the enclosed herewith the proof of your paper ‘Library Service Quality and Student Trust: A Case Study at the University of Sumatera Utara Library, Indonesia’ by ‘Jonner Hasugian and Dirmansyah’ considered for publication in the forthcoming issue of DESIDOC Journal of Library and Information Technology.

We request you to go through the paper to confirm the correctness of the text within the pdf.

For any correction either it should be marked in the PDF or in the separate word file.

Please reply with corrections and required information/query before August 16, 2021.

Kindly acknowledge the receipt,

Thanks and regards,
Sanjay Katare
Assistant Editor
DESIDOC Journal of Library and Information Technology (DJLIT)
DESIDOC, DRDO, Metcalfe House
Delhi- 110 054

The contents of this Email communication are confidential to the addressee. If you are not the intended recipient you may not disclose or distribute this communication in any form should immediately contact the sender. The information, images, documents and views expressed in this Email are personal to the Sender and do not expressly or implicitly represent official positions of DRDO and no authority exists on behalf of DRDO to make any agreements, or other binding commitment by means of Email.
Dear Mr Sanjay Katare

Thank you for correcting our article. Here we explain:

a. The ORCID ID on behalf of: Dirmansyah (second author), is: (https://orcid.org/0000-0001-7153-9917). He only has one name.
b. We have checked all headings and subheading numbers, they are all correct.
c. We have reread all of its contents including tables and figures, it is all according to the source
d. We have completed references with DOIs and full URLs for articles that do not have DOIs.

Herewith, we attach the revised article in the following file attachment

Thank you very much for your cooperation

Best regards,

Jonner Hasugian

[Quoted text hidden]

Library Service Quality and Student Trust-3rd Revision.docx

208K
Dear Mr Sanjay Katare,

Thank you for correcting our article. Here we explain:

a. The ORCID ID on behalf of: Dirmansyah (second author), is: (https://orcid.org/0000-0001-7153-9917). He only has one name.
b. We have checked all headings and subheading numbers, they are all correct.
c. We have reread all of its contents including tables and figures, it is all according to the source
d. We have completed references with DOIs and full URLs for articles that do not have DOIs.

Herewith, we attach the revised article in the following file attachment

Thank you very much for your cooperation

Best regards,

Jonner Hasugian

On Fri, Aug 13, 2021 at 6:54 PM Sanjay Katare <djlit1@desidoc.drdo.in> wrote:

Dear Author,

Thank you very much for submitting your research paper in DESIDOC Journal of
Kindly find the enclosed herewith the proof of your paper ‘Library Service Quality and Student Trust: A Case Study at the University of Sumatera Utara Library, Indonesia’ by ‘Jonner Hasugian and Dirmansyah’ considered for publication in the forthcoming issue of DESIDOC Journal of Library and Information Technology.

We request you to go through the paper to confirm the correctness of the text within the pdf.

For any correction either it should be marked in the PDF or in the separate word file.

Please reply with corrections and required information/query before August 16, 2021.

Kindly acknowledge the receipt,

Thanks and regards,
Sanjay Katare
Assistant Editor
DESIDOC Journal of Library and Information Technology (DJLIT)
DESIDOC, DRDO, Metcalfe House
Delhi- 110 054